

User's Guide

September 2005

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VA-ONCE General Information

VA-ONCE is an enhanced alternative for submitting VA Forms 22-1999, 22-1999b, and 22-6553c in paper form. It is a completed Internet based application. A team of schools and RPO representatives helped to develop the requirements.

VA-ONCE is designed to work on any computer that has the proper web browser (Internet Explorer 5.5 or higher or Netscape 6.02 or higher). Any operating system will work.

The recommended screen resolution is 800 X 600. You may check this by clicking on your desktop, properties, then settings.

Getting Started – Memo of Understanding/MOU

In order to use the VA-ONCE program all schools will need to complete a **Memorandum of Understanding (MOU).** You will need to complete the form on-line, PRINT it out, obtain the appropriate signature(s) and mail it to your Education Liaison Representative (ELR). A copy of the MOU is located on the VA-ONCE website at https://vaonce.vba.va.gov/vaonce_student/default.asp.

Note: The MOU must be signed by a school official who has the authority to enter into a contract between the institution and VA.

If you have not recently submitted a "Designation of Certifying Official(s)" VA Form 22-8794, you will need to complete one and mail it to your ELR. This form is available on the website or may be obtained from your ELR.

Using you New Login Name and Password:

Once your ELR receives your MOU, your school will be added to the VA-ONCE database, and you will receive your Login Name and temporary password. **Each user must have his/her own user Login. Login Name's cannot be shared**. Normally the ELR will e-mail your Login and password.

Once you receive your Login Name and password you will go the VA-ONCE website and Click on <u>Start VA-ONCE</u>, which will take you to the screen below, then type in your Login Name and temporary password. Then click on the <u>Login</u> button.

VÉNCE N	
Please type in your Login Name and Password Login <u>N</u> ame: <u>P</u> assword: LOGIN	Links Education Liaision Representatives Education Home Page Scheduled Events and Conferences Web Automated Reference Materials
E-mail me my password? Show me my password hint? News Flash VA-ONCE Update 5/03/04 .	Documents WA Education Manual for School Officials (AACRAO Manual)
Margin Help	Education Forms Memorandum of Understanding

VA-ONCE Online Help

On the Log-In page you will see some areas which will give you useful information. (Also, you will find updated information in the www.gibill.va.gov/once website.)

News Flash Box:

When you log into VA-ONCE you will see a News Flash box below the Login box. The News Flash will display messages from VA regarding changes and items of interest.

<u>Links</u>: Also on the right hand side of the page are some Links which will direct you to some useful sites and information, including how to contact your ELR.

Once you are logged into VA-ONCE, there are some other areas you will find very helpful. They are the <u>Task Option</u>, <u>Margin Text</u> and <u>Help Text</u>. These buttons are located at the bottom left side of the screen. The information on the left portion of the screen changes based on which tab is selected.

Task Option:

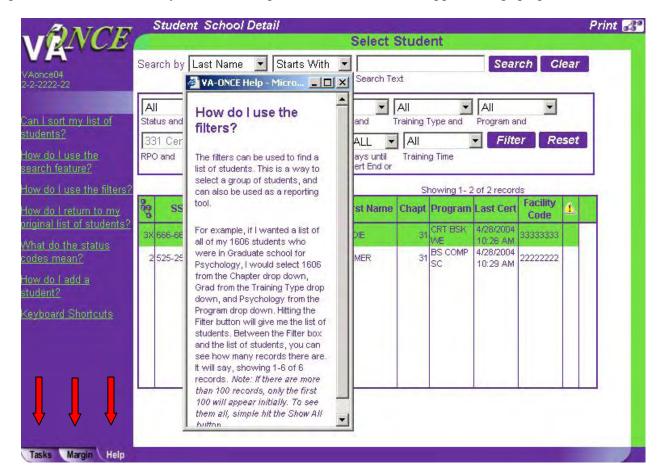
Clicking on the <u>Task</u> button takes you back to the to the main buttons: **Select**, **Admin**, **Reports**, and **Logout**.

Margin Text:

Clicking on the <u>Margin</u> button gives an explanation of the contents of that particular screen. The margin text will change as you move from field to field, and will provide guidance on what should be entered in each field.

Help:

Clicking on the <u>Help</u> button give you a list of questions you may have regarding that particular screen. When you click on a question, the answer will appear in a pop up box.



Administrative Functionalities—"ADMIN" Button



This is the area where you may change your password, set up your user preferences and user accounts. This is where you will also add information pertinent to your school; such as your Standard Programs, Standard Terms, Standard Remarks and User Defined Fields.

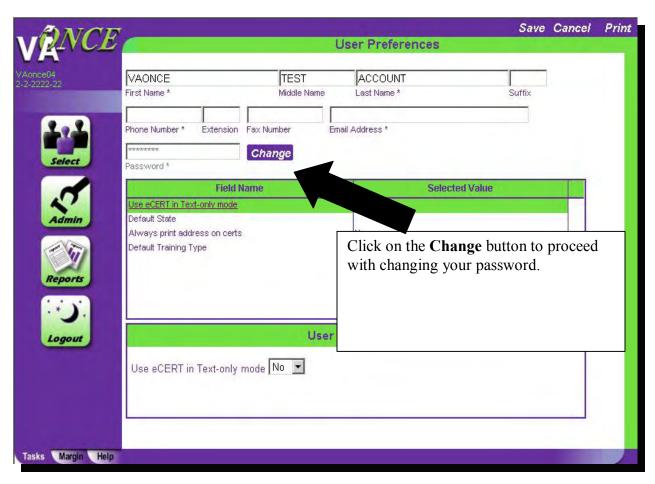
Changing Your Password:

Once you've used your temporary password for you initial login, you will want to select a new password. To change your password, click on the **Admin** button on the main screen.

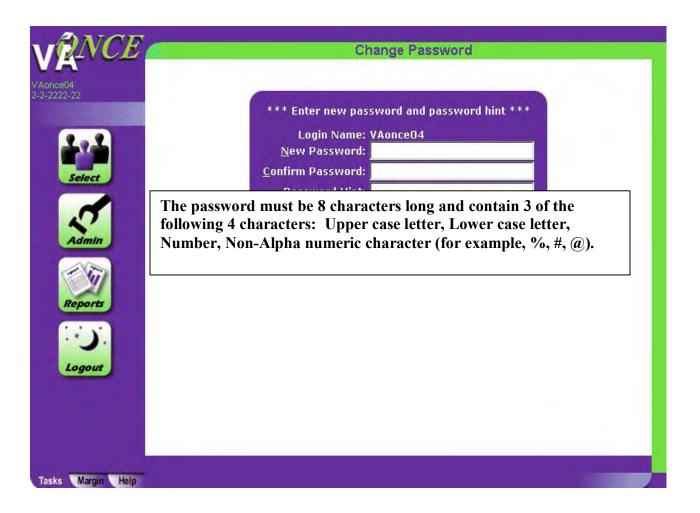
This will bring you to the Administration Functions screen. Click "User" at the top of the screen. Then, from the drop down menu select "User Preferences".



This screen will then appear. Click Change.

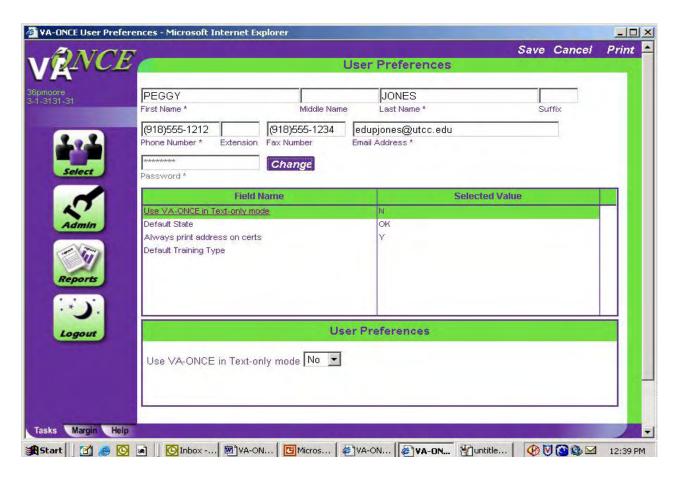


This screen will appear next. Enter your desired password, confirm it, and then enter a password reminder hint. Click "Change Password" to complete the change. On the Login screen you can request a hint if you have forgotten your password. In addition, you can request that your password be emailed to you. Note: Your email address must be correct on the User Preferences page.



User Preferences:

To set up your User Preferences click the "Admin" button on the left side of the screen. Now click "User" at the top of the screen. The drop down menu will show "User Accounts" and "User Preferences". Click on "User Preferences". This will take you to a screen where you will be able to input your name, phone number, fax number, e-mail address. You may also change your password on this screen. The User Preferences are not required, but they are provided for your convenience.



Use VA-ONCE in Text-only mode:

Text-only mode is the VA-ONCE site without graphics. It is used by those with visual impairments. The text-only mode makes the site more conducive for screen reader software to read the labels of fields and text out loud. Most users will want this to be No, which is the default. If you would like to change it, Highlight it, and click on No in the drop down.

Default State:

If you set a default state, every time you adopt a new student their address will automatically default to the state you selected. This is a good feature to use if the majority of your students live in one state. To set the default state, highlight default state, and from the list of states on the bottom of the screen, click on your state.

Always Print Address on Certs:

If you set your default for "Always print address on certs" to Yes, each time you print a certification the address will be printed. However, the address will only be sent to VA the first time you transmit and any time you make a change in to the address. If no changes are made to the address, it will not be on the copy VA receives. If your default is set to No, the address will only print on your certifications when it is transmitted

to VA. To set the default, highlight Always print address on certs, and from the drop down, click Yes or No.

Default Training Type:

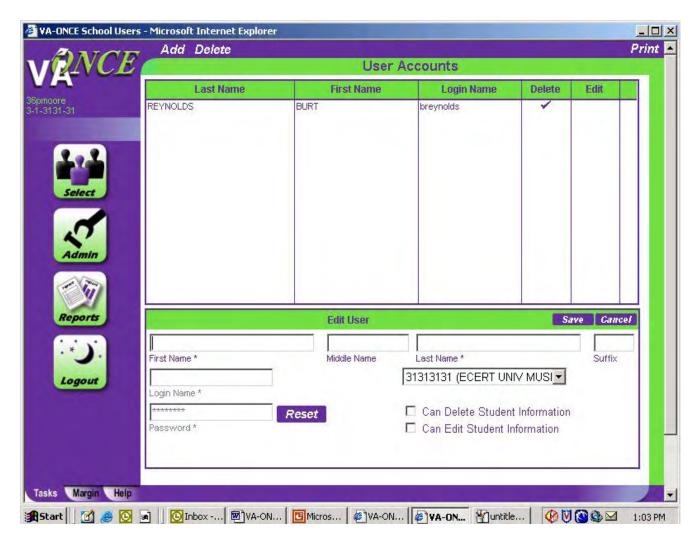
If your institution has more than one type of training, you can set your default to the most predominant type. Each new student will have this type of training pre-selected on the Bio page. You will not have to click on the drop down and select it. You will only need to use the drop down if the student is not in your most predominant type of training. To set the default, highlight Default training Type, and from the drop down, click on the type training.

Now click "Save" in the top right hand corner. The settings will now be saved. You will not have to complete these fields on the Bio screen each time. These preferences can be changed at any time.

User Accounts:

This area is used to designate individuals, such as work study and other personnel to access VA-ONCE. **DO NOT GIVE THEM YOUR LOGIN NAME OR PASSWORD. THIS IS A SECURITY VIOLATION.**

To add or change your User Accounts, click on the "Admin" button, click "User" on top for drop down menu, and click "User Accounts". Now click "Add" at the top of the screen and complete the user information. At the bottom right if you check "Can Delete Student Information" the individual will be able to view, edit and delete records. If you check "Can Edit Student Information" the individual will be able to view and edit only. Now click "Save".



Adding Info Pertinent to Your School:

This information is added by clicking on the "Admin" button, then selecting the "Maintenance" drop down menu. On this drop down menu you have five choices: 1) School Standard Remarks, 2) Standard Terms,

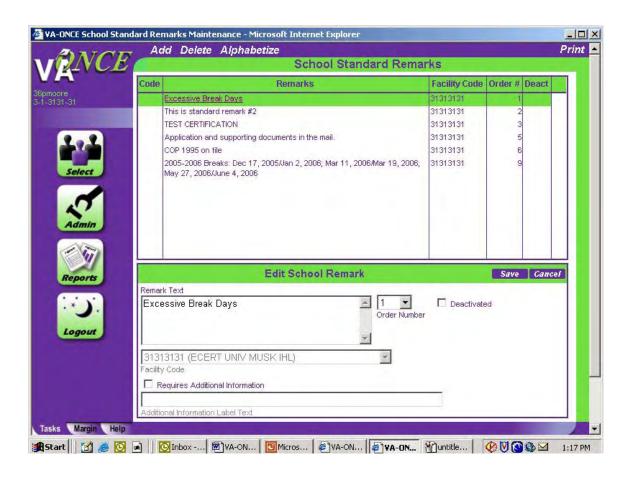
3) Standard Programs, 4) Flight Instruction Types, and 5) User Defined Fields.

Standard Remarks:

This area is where you will add standard remarks for your school. These remarks should apply only to your school. For example: There is a 2 week break during the Fall term from 10-10 to 10-21.

Remember inserting unnecessary remarks may delay processing of the certification. Only insert remarks that will affect the student's pay or are required by the VA.

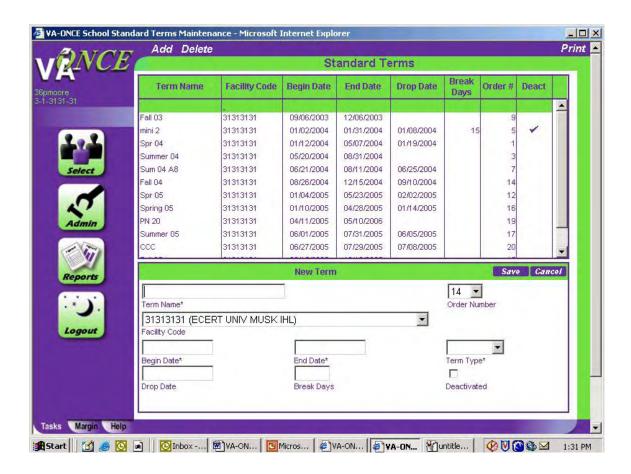
You may also delete and alphabetize remarks on this screen by clicking on the "**Delete**" and "**Alphabetize**" buttons at the top.



Standard Terms:

Click the "Admin" button and select the "Maintenance" drop down menu to get to Standard Terms. In this area you will Add your standard term dates. These term dates should match the dates in your current catalog and be approved by your State Approving Agency (SAA). If you school does not have standard terms, you may choose not to utilize this feature. You may also **Delete** terms in this area.

The top part of the screen will show terms you have entered. The bottom part of the screen is where you will add the **Term Name** (ex. Fall 06), **Begin Date**, and **End Date**. These are the only required fields. Click on the **Term Type** drop down arrow to select <u>Semester</u> or <u>Quarter</u>. (Only use clock for certificate/NCD courses.). Now click "**Save**".

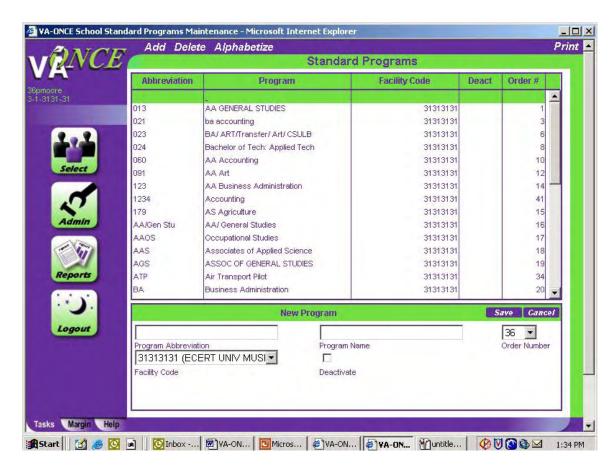


Standard Programs:

Click the "Admin" button and then click "Maintenance" for the drop down menu to select Standard Programs. These are the programs that are offered at your school and approved by the SAA. The Programs you have added will show up on the top half of the screen and you will enter your new Programs on the bottom of the screen.

NOTE: The programs you enter will show up on the Student's Bio Data page in the drop down menu for "Program".

You may delete, alphabetize, and re-oder your programs on this screen. If you want to "Deactivate" a program that is no longer approved or available, but may be offered/approved at a later date, you may click on the "Deactivate" box at the bottom. It will not appear in your drop down list. The "Order Number" is the order in which the terms are listed on the drop down menu.



Flight Instruction Types

This is the area where Flight Schools can add their approved Flight programs.

User Defined Fields:

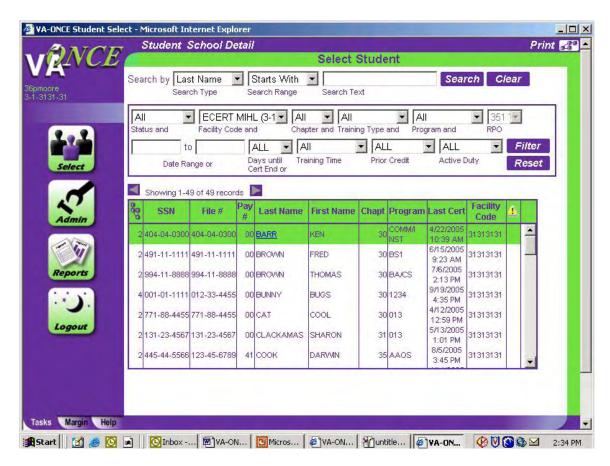
Also under "Admin/Maintenance" in the drop down menu is User Defined Fields. This area gives you control of three text boxes and one check box at the bottom of each student's Bio Data page. They may be labeled and used at your discretion. If you do not wish to display them, you can remove them from the Bio page by setting the display to No.

Student Records

Selecting a Student Record:

Click on the "SELECT" button on the left top side of the screen. This will take you to the "Select Student" screen.

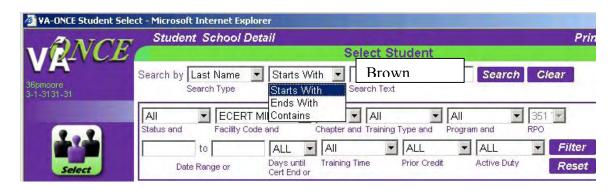




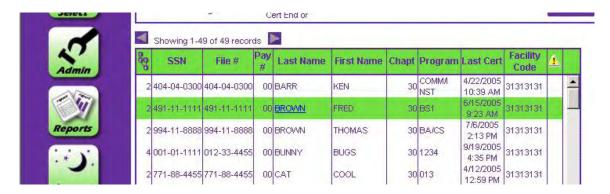
From this page, to search for an individual student you may go to the drop down box by "Search By", and you have the option of searching by Last Name or SSN. Select the desired option.



Then identify the search range you will use from the next drop down box. Then enter the search criteria you will use above "Search Text". For example, if you're looking for David Brown, you would type "Brown" in the "Search Text" box. This would show a list of all students with the last name Brown.



Or you may access a student's records by clicking on the student's name in the list of students.



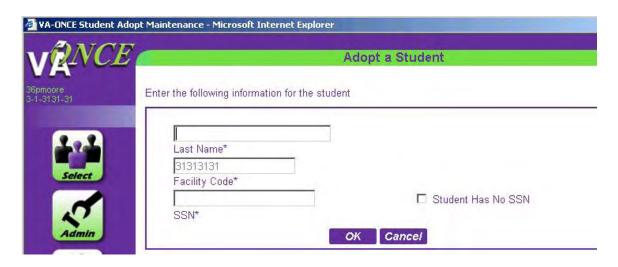
In order to update your list you will need to add your new students and make inactive students no longer attending your school.

Adopting/Adding a New Student:

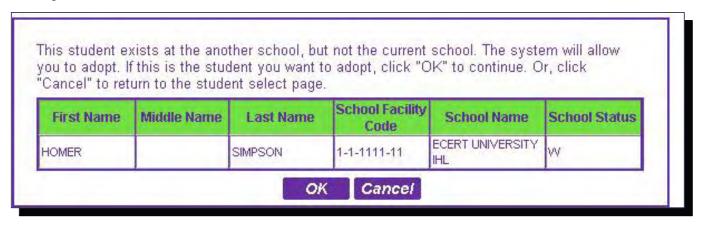
To add a new student click "Student" at the top of the screen, and from the drop down menu click "Adopt".



You are now at the "Adopt a Student" screen. Enter the student's last name, select the appropriate facility code, and enter the student's SSN. Click "OK".

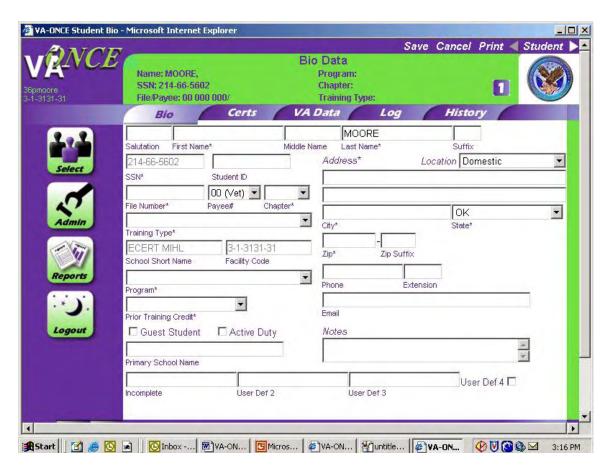


VA-ONCE will now scan the database to see if this student is associated with any other school. If the student is associated with another school, VA-ONCE will alert you of the duplication.

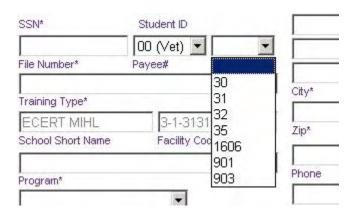


Click "OK"

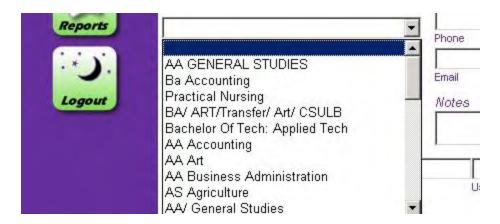
Click "OK" if you wish to adopt the student. If not, click Cancel to return to the "Student Select" page. Clicking "OK" will take you to the Bio Data page where you will enter student's information. If the student does not exist in the database, you will be taken directly to the Bio page. All fields with * must be completed.



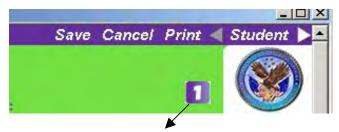
You will have drop down arrows beside some of the areas which will allow you to select the appropriate choice, i.e. above **Chapter*** you have the choice of chapters shown below. Click on your choice in each of the areas with a drop down arrow beside it.



You also have a drop down arrow beside the **Program*** box which will give you a list of the programs you have already entered. Just click on the appropriate program for that student.

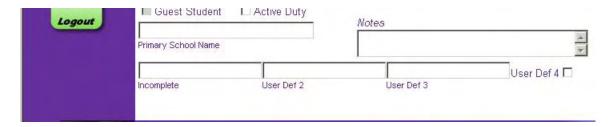


When you have input all the required (*) fields for the Student click "Save" at the top right of the screen. You may also "Cancel" your input, "Print" the screen, or go to the previous student's records or the next student's records by clicking on the back or forward arrows on either side of "Student" at the top right of the screen.



The number at the top right of the screen indicates the current work flow status of the certification.

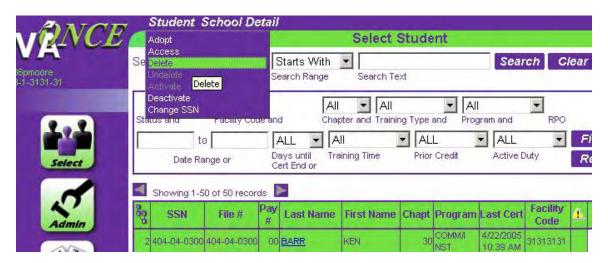
Note the User Defined Fields at the bottom of the Bio Data Screen. These items are for school use only—they will not be transmitted to VA with the student's certification. Use them to record information pertinent to that student. For example, some schools have recorded, student's faculty advisor, Branch of Service, cell phone numbers, and tuition deferment.



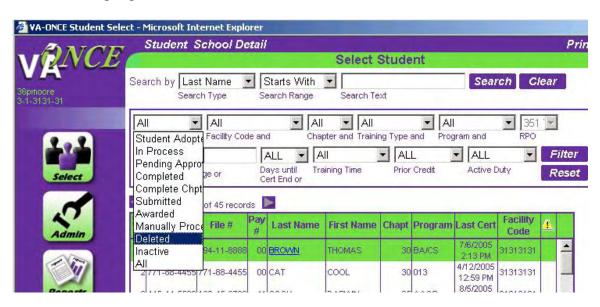
Deleting/Undeleting/Deactivating/Activating a Student:

To Delete a student who is no longer attending your school, click on the "Select" button on the left, highlight the name of the student on the list, then click on "Student" at the top of the screen, then highlight "Delete" and click. If you have a student who is no longer attending your school, but may return, you may "Deactivate" him/her by following the same steps.

Deactivating a student moves him/her to "Inactive", but will retain the record in the system. **Deleting** a student puts the student's record in a "Deleted area", which will be erased from the system periodically.



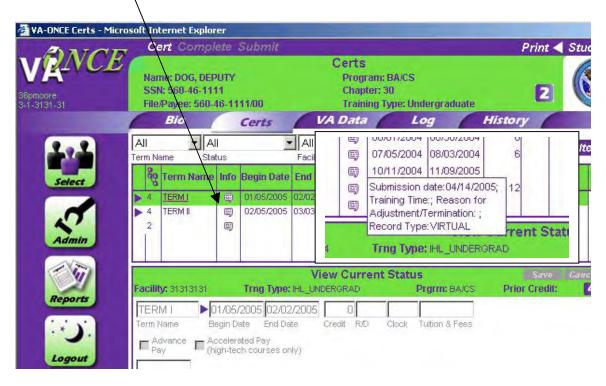
You may also Undelete or Activate a student you previously Deleted or Deactivated by following these steps: Click on the drop down menu above "Status and" and highlight "Deleted" or "Inactive", then click "Filter". This will bring up the list of students you have deleted or inactivated. Now highlight the student you want to Undelete or Activate, and click on "Student" at the top of the screen, then from the drop down menu highlight either "Undelete" or "Activate".



Completing an Enrollment Certification, 22-1999

Now you are ready to complete an enrollment certification on a student you have adopted. From your list of students, highlight a student and click to bring up his/her "**Bio Data**" screen, and click the "**Certs**" tab. You are now on the screen shown below.

The "Certs" page features a summary of all certifications on the student's record (referred to as the **Virtual Record**). To see more detail about a specific certification, you can hover over this button in the "**Info**" column.



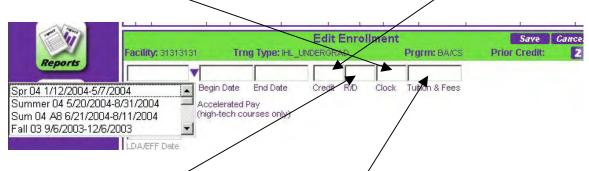
Now click on "Cert" at the top of the screen, and from the drop down menu select "New".



Which will bring you to this screen.

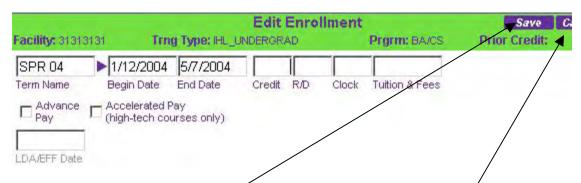


Click on the right arrow beside "**Term Name**" box. This will bring up your Standard Terms (the terms you previously input in the Admin section)—then click on the appropriate term. You may also type the terms in manually. Next enter either **Credit** hours or **Clock** hours (for non-degree programs). **Note:** If **TV or Independent Study**, **enter as credit hours**.



Enter "**R/D**" Remedial/Deficiency hours. Enter **Tuition** & **Fees** if student is on active duty or training less than half time.

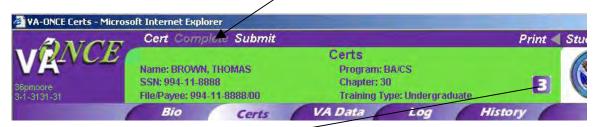
If requesting "Advance Pay" or "Accelerated Pay", click on the appropriate box. These are mutually exclusive fields. You can select one or the other, but not both.



Only add necessary remarks in the "Remarks" section at the bottom of the page. The addition of Remarks may delay processing of the student's certification.

Now click on the "Save" button in the upper right hand corner,. Of, if for whatever reason you decide not to input this enrollment, click on the "Cancel" button.

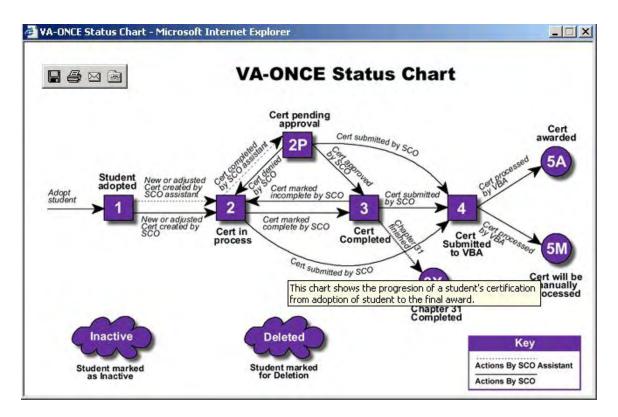
If all information is correct, click on the "Complete" button on the top of the screen.



This indicates that your enrollment is complete and you are ready to submit it. It is now a Status "3"

By clicking "Complete" but not submitting, you may hold a cert and submit it at a later time for processing.

To see the Status Flow Chart, click on the "Status" Box to the left of the VA emblem. That will bring up this chart on your screen.



When you are ready to send you Cert to the Regional Processing Office (RPO), click on "**Submit**" at the top of the screen. This will change your Cert to a Status "4".



NOTE: If you are sure you have entered the data correctly, you can skip the "Save" and "Complete" steps and simply click on "Submit".

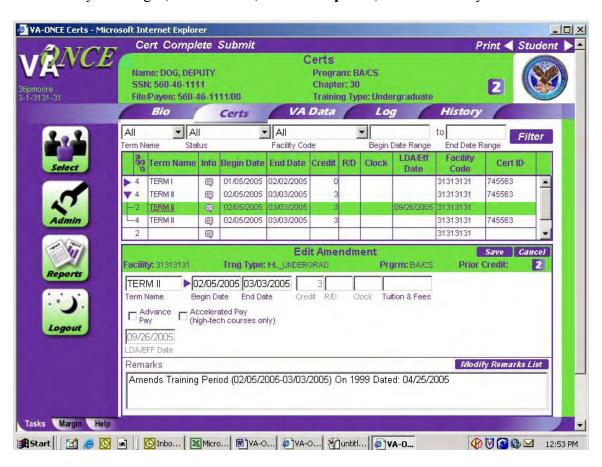
Chapter 31 Enrollment Certifications: You may also use VA-ONCE to generate enrollment certifications for your Chapter 31 (Vocational Rehab.) students. When you hit "**Submit**" the system will automatically change it to a Status "**3X**" and it will not be transmitted to your RPO. You will however be able to print it out and mail it to the appropriate Regional Office for payment processing.

Amending a Cert:

Under the "Cert" drop down menu you may also opt to "Amend". Steps to follow: Double click on the term to be amended and this will show you the subordinate row/terms below, then click on the term to be amended. Now go to "Cert" at the top of the page and highlight "Amend". This allows you to change the <u>beginning date</u>, <u>ending date</u>, <u>tuition and fees</u>, and/or add a request for advance or accelerated pay on a previously submitted certification (VA Form 22-1999).

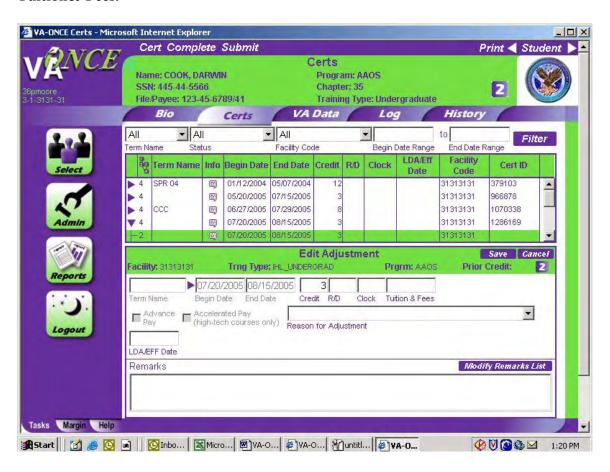


Remember using "Amend" only lets you change the "Begin Date", "End Date", "Tuition and Fees", and/or add a request for Advance or Accelerated Pay. When you have made you changes, click "Save", then "Complete", and when ready "Submit".

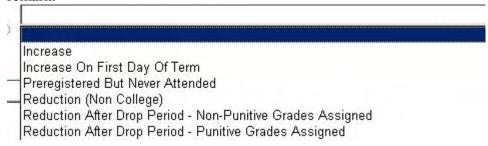


Adjusting a Cert:

Under the "Cert" drop down menu you may also "Adjust" a student's enrollment. This allows you to change the number of hours being pursued, as you would on a VA Form 22-1999b. Note: This command should not be used to reduce a student to "0" hours or completely withdraw a student. Steps to follow: Double click on the term you would like to change and this will bring up the subordinate rows/terms. Highlight the term you would like to adjust, and click on "Adjust" in the drop down menu under "Cert". You may now change your Credit, R/D (Remedial/Deficiency), Clock hours or Tuition& Fees.



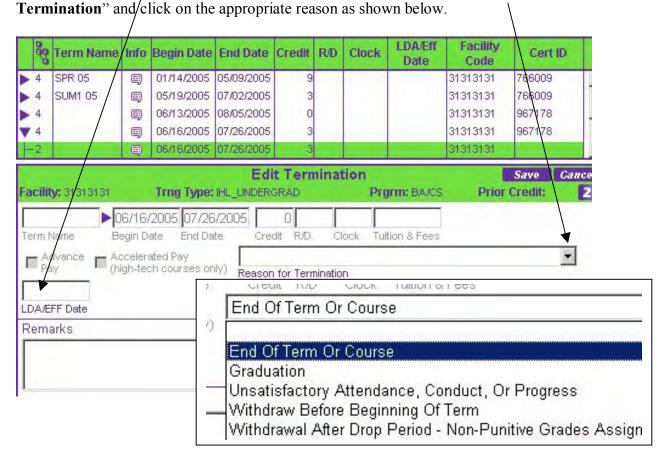
You may use the arrow to the right of the "Reason for Adjustment" box to bring up a standard list of reasons for an increase/reduction of training time or termination of enrollment. Just click on the appropriate remark. If the remark you desire is not on the list, you can click on the last choice "Other (Explain in Remarks)" and add your own remark.



Terminating a Cert:

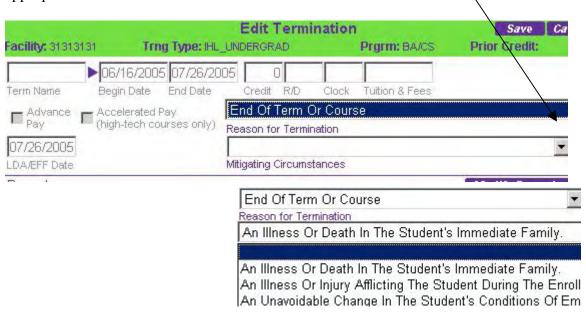
From the drop down menu under "Cert" you may also "Terminate" to student's enrollment, as you would on a VA Form 22-1999b.

Steps to follow: Double click on the term the student terminated his/her training. This will bring up the subordinate terms/rows below. Highlight the appropriate term, then go to the "Cert" drop down menu on the top of the screen and highlight and click on "Terminate". Type in the student's last date of attendance or effective date of withdrawal. Now click on the drop down arrow beside the box labeled "Reason for



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If there are "Mitigating Circumstances", click the arrow beside the box and click on the appropriate remark.



Now click "Save", "Complete" and "Submit" if all info is OK.

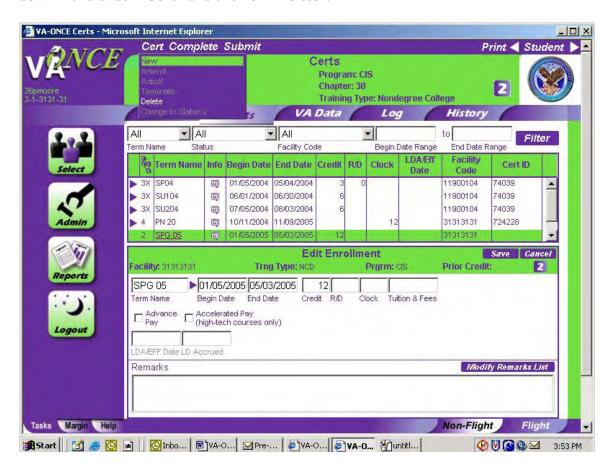
<u>NOTE</u>: When you select to Terminate a cert for a period with subsequent term(s) to follow, the following message will appear. Subsequent terms are those that begin on or after the termination date, and were submitted on the same original enrollment certification. Answer accordingly and continue.



NOTE: Amendments, adjustments or terminations should <u>not</u> be done the same day as a certification. Wait at least one day after you do the certification to do a change. This makes it less confusing for the claims processors.

Deleting a Cert:

Another option you have under the "Cert" drop down menu is to "Delete" a Cert you have not yet submitted. You may only delete a Status 2. Steps to follow: On the "Certs" screen highlight the Status 2 cert/term you want to delete, then go to the drop down menu under "Cert" and click on "Delete".

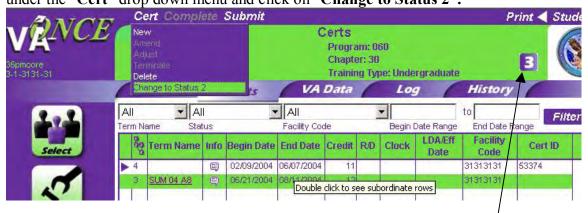


That cert will no longer show up on the "Certs" page—it's gone.

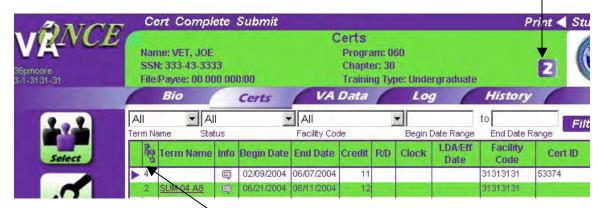
Ī	000	Term Name	Info	Begin Date	End Date	Credit	R/D	Clock	LDA/Eff Date	Facility Code	Cert ID
×	ЗХ	SP04	團	01/05/2004	05/04/2004	3	0			11900104	74039
•	ЗХ	SU104	圆	06/01/2004	06/30/2004	6				11900104	74039
-	ЗХ	SU204	国	07/05/2004	08/03/2004	6				11900104	74039
•	4	PN 20	9	10/11/2004	11/09/2005			12		31313131	724228
	2									31313131	

Changing to a Status 2 Cert:

The last option you have under the "Cert" drop down menu is "Change to Status 2". This feature may be used to change a "Completed" Cert to a Status 2 cert to make changes. Steps to follow: Highlight the Status 3 term you would like to change, then go under the "Cert" drop down menu and click on "Change to Status 2".



The following screen will appear. Notice that the status has changed from "3" to "2".



Now you can correct/change your Cert and click "Complete" again. Once you "Submit" a Cert, it cannot be changed to a Status 2.

Checking the Status of a Cert:

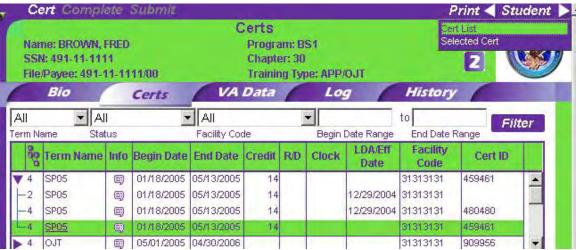
This column shows the work flow status of the student's certification as follows:

- 1 New Student
- 2 Pending
- 2P Pending Approval
- 3 Completed
- 4 Submitted to RPO
- 5A Cert Awarded
- **5M** Cert Manually Processed.

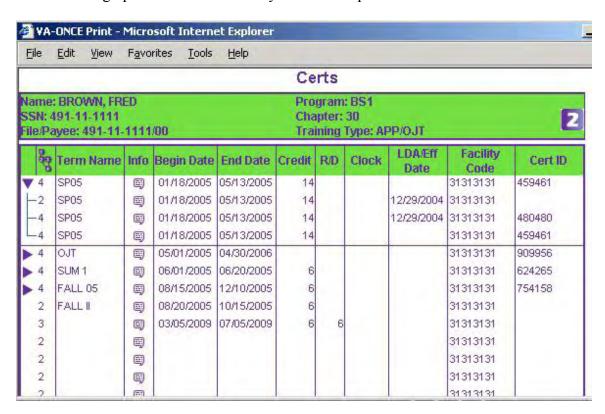
This info updated automatically in the system. See the work flow chart on Page 22.

Printing a Cert:

To print a list of Certs you have completed or an individual Cert follow these steps: From the "Certs" page click on "Print" on the top right of the screen and highlight "Cert List".

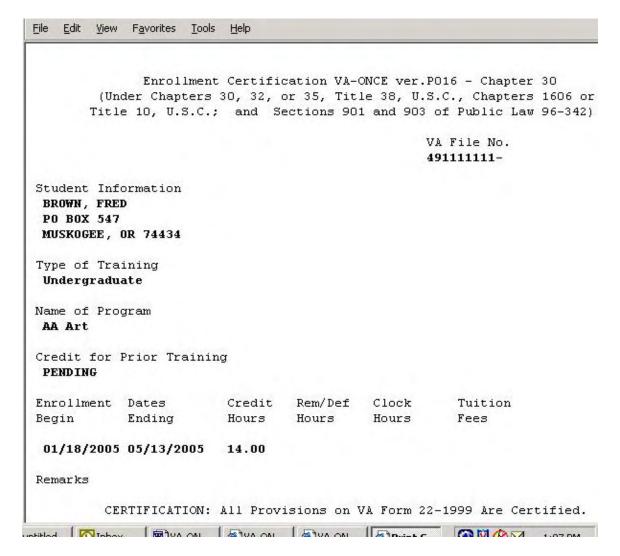


This will bring up a list of all the Certs you have completed on this student.



To print the list shown to the drop down menu under "File" and select "Print" as you would for any Microsoft Word document.

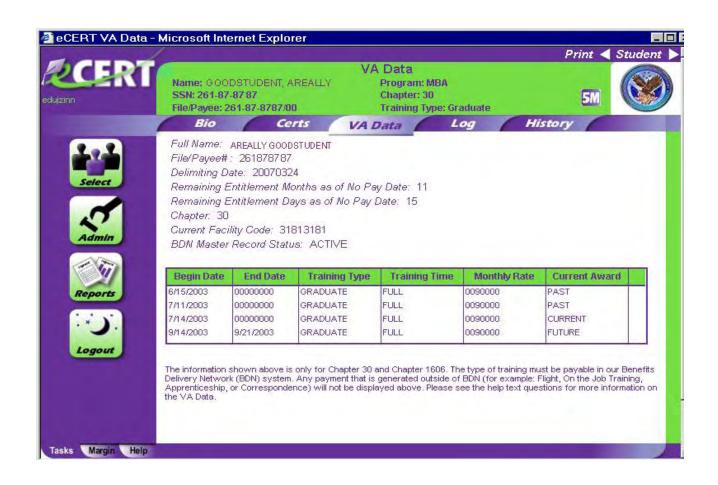
To print a selected Cert, highlight that Cert on the screen and click on the "**Print**" button at the top right of the screen and highlight "**Selected Cert**" and click. That Cert will appear on your screen and you may print it as you would any Microsoft Word document.



VA-ONCE Special Features

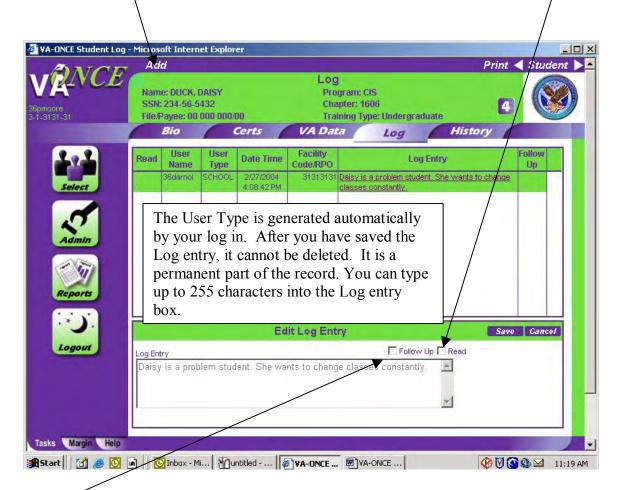
VA Data:

This page is for your information. The information contained on this page is taken directly from the VA payment system. VA data is only available for Chapter 30 and Chapter 1606 students. You must have the VA file number entered on the BIO page for the VA data to be transferred into VA-ONCE.



Log Page:

This page is for your use. You can create log entries to track what is happening with a student. **It is a lot like an electronic post-it note.** To create a log, click on "Add", and type your message in the Edit Log Entry box at the bottom of the screen. Once you click "Save", your text will appear in the upper section of the screen. This page also allows VA to send an entry back to you, such as when a Chapter 35 payee number is incorrect. Any message that the RPO or Central Office (CO) adds to the student file will be in red and <u>underlined</u>. This is to be sure you see them. Once you have read the message, you can remove the color and underling by marking the "Read" box in the bottom right portion of the screen. A check will also appear in the "Read" Column on the left.



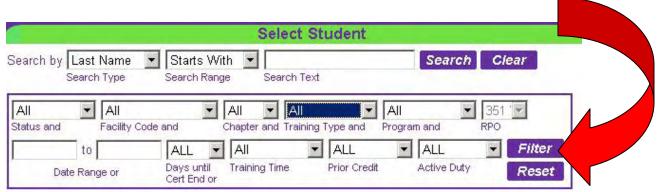
The "Follow Up" check box is also for your use. You can check this box when you need to follow up on something regarding the log entry. To check the box, point your cursor at it and click. A check will appear in the "Follow Up" Column on the right.

History Page:

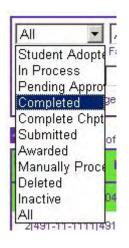
This page shows you a system generated history of this student. You can use this area as an audit trail to see exactly when a certification was created or submitted. All entries on this page are done automatically by the system. An entry will be added any time there is a major "event" in the system. For example, when a student is added, or a certification is submitted. It is accessible by both the school and the RPO. You may not change anything on this page since these entries are system generated.

Filter:

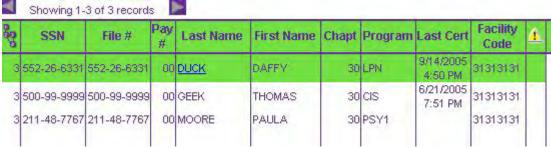
This feature is available on the "Select Student" screen.



The boxes with drop down arrows beside them allow you to generate lists of students who fall under that particular category. Clicking on the drop down arrow beside the "Status and" box allows you to sort by the following categories:



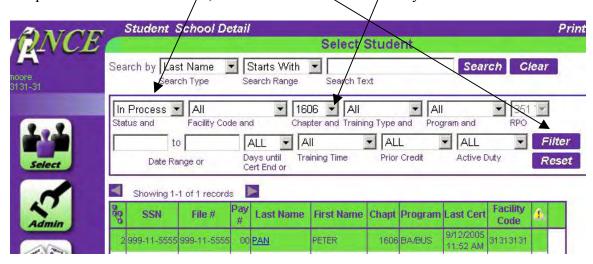
If you highlight "Completed" and click on "Filter" you will get a list of all students in the Status 3 category.



If you wanted to get a list of all your Chapter 30 students, you would click on the drop down arrow beside the "Chapter and" box and highlight "Chapter 30", and then click on "Filter". This would generate a list of all your Chapter 30 students.

30	SSN	File#	Pay #	Last Name	First Name	Chapt	Program	Last Cert	Facility Code	4	f
2	404-04-0300	404-04-0300	00	BARR	KEN	30	COMM/I NST	4/22/2005 10:39 AM	31313131		•
2	491-11-1111	491-11-1111	00	BROWN	FRED	30	BS1	6/15/2005 9:23 AM	31313131		
2	994-11-8888	994-11-8888	00	BROWN	THOMAS	30	BA/CS	7/6/2005 2:13 PM	31313131		
2	001-01-1111	012-33-4455	00	BUNNY	BUGS	-30	023	8/26/2004 10:59 AM	31313131		
2	771-88-4455	771-88-4455	00	CAT	COOL	30	013	4/12/2005 12:59 PM	31313131		
2	453-27-7758	453-27-7758	00	DAVIS	DODO	30	cis	4/14/2005 3:17 PM	31313131		
4	222-33-3444	222-33-3444	00	DOE	MR	30	CERT/A UTO	9/13/2005 3:09 PM	31313131		Ŧ

Or you have the option of "Filtering" on more that one category. In other words, if you wanted to find all your "**In Progress**" (Category 2) "**Chapter 1606**" students you would highlight those two choices and click on "**Filter**", which would give you a list of your Chapter 1606 Status 2 students, which at this school would only be one student.



Reports



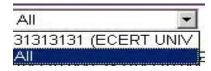
Another feature VA-ONCE offers is the ability to generate a Reports based on the Certifications you've submitted to VA within a five day range.

To use this feature, click on the **Reports** button, and at the top of the screen you will see "**Report Group 1**". Click on this and you will see "**Submitted Certs Report**" in the drop down menu. Clicking on this will bring you to the screen shown below.



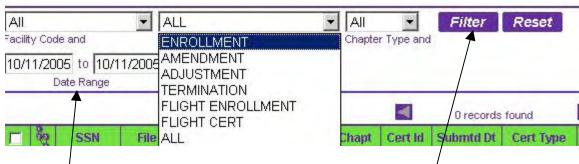


Clicking on the drop down arrows by each of the boxes will give you options for the list of Certifications you have submitted and would like to have listed. If you have more than one Facility code, you can generate a report of "Certs" submitted for a specific five day period by highlighting the appropriate Facility Code and clicking on **Filter**. Your other Facility Code would be shown by clicking on the drop down arrow beside the "**Facility Code and**" box and clicking on that Facility code.

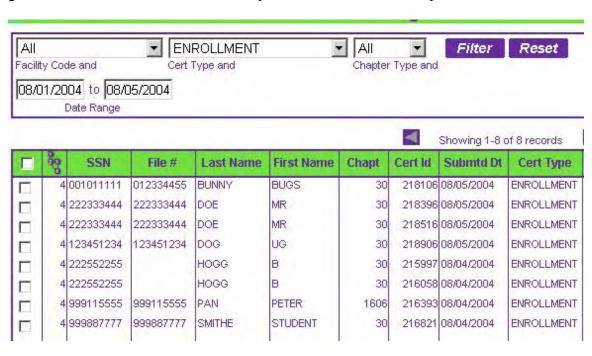


This will allow you to print a list of those Certs submitted under your other facility code, or you may choose "All" and print a list of all the Certs you have submitted within a five day period.

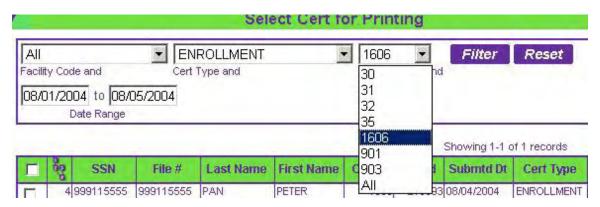
By clicking on the drop down arrow beside the "Cert Type and" box, you be given the option of printing a list of Certs based on the following criteria shown below.



In other words if you wanted to generate a report based on all the "Enrollments" you had submitted for the period 8/1/04 - 8/5/04, you would click on "Enrollment" and change the "Date Range" dates to 8/1/2004 - 8/5/2004, and click on "Filter", which would generate a list of all the "Enrollments" you had submitted for this period as shown below.



Or by clicking on the drop down arrow beside the box for "Chapter Type and" you have the option of printing a list of Enrollment Certifications that had been submitted for a particular Chapter; i.e., if you clicked on "1606" from the drop down menu and then clicked on "Filter" you would get the following list.



As you can see this "**Reports**" function allows you to generate some very useful information based on the Certifications you've completed during any five day period.